GLOWTOUCH

PUTTING PEOPLE FIRST

Telecommunications Industry

In the last five years alone, the number of active mobile broadband subscribers in the world has nearly doubled to more than five billion and that trend will continue. Global telecom spending will hit **$1.6 trillion** despite the pandemic, and continued infrastructure development in emerging economies will fuel even higher revenues.

Telecommunications Industry

60% of the world's population is connected to the web

Mobile accounts for **52%** of global telecom spending

Market value for the industry will reach **$2.6 trillion** by **2030**

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NOTABLE TRENDS

Every major US television network and studio is creating stand-alone streaming services.   Consumers already have an average of three streaming video services and that can be frustrating, especially with the customer experience being a critical strategic priority.

Telecoms once enjoyed monopoly-like status, but new competitors are entering the market and survival carries new requirements:

Upgrading IT and connectivity infrastructure, and delivering data and voice services that are high quality, reliable, and affordable.

The explosive growth in connected devices will push the data to be handled by networks to zettabytes per year.

With millions of subscribers, bundling new products and customized solutions, plus providing operational support services, is becoming increasingly difficult.

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The faster speeds of 5G combined with the impact of the Internet of Things, cloud computing, and AI make technology more complex. That spills over to customer care issues that are also becoming more intricate. Also, consumers have ever-changing expectations of how service should be delivered:

MOBILE: more contacts for support will originate from mobile devices

SOCIAL MEDIA: this channel has high retention value, plus it's where consumers live

WORK-FROM-HOME: remote work and remote customer service agents

ROUTING: balancing the increasing complexity of technology with the consumer's desire for first-call resolution.

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OUR EXPERTISE

The GlowTouch client list includes telecoms along with other companies in the broader technology space. That experience has created a working knowledge of the service-related issues that companies worry about: scalability to handle growth, flexibility for managing peak periods, consistent quality, and providing "wow" experiences.

Data analytics for real-time insight that enhances the customer experience and supports client business outcomes

Retention expertise and a track record of generating new sales

We have been a leader through the digital transformation

Scalable support in onshore, offshore, and nearshore locations

Omnichannel proficiency – chat, voice, email, and social media

An industry-standard training program for all new hires

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CHANNELS

- Voice
- Chat
- Email
- Social Media
- Facebook Messenger
- SMS
- in-app Messaging

SERVICES

Customer Contact Outsourcing

- Customer Care
- Technical Support
- Sales/Revenue Generation
- Retention
- Welcome Calls
- Win-back
- Post Sales Verifications

Business Process Outsourcing

- Content Moderation
- Imaging
- Data Entry, Mining, Management
- Document Indexing And Filing
- Order Fulfillment / Logistics
- Fraud And Security

Technology Outsourcing

- Systems Integration
- QA and Testing
- Custom Software Development
- Mobile Application Development
- Infrastructure and NOC Monitoring

Certifications

ISO 9001:2015
ISO 14001:2015

ISO 27001:2013
ISO 27018:2014

PCI DSS
PCI-DSS Level 1
Certified

AICPA SCO

HIPAA COMPLIANT
HIPPA Compliant

Awards

Inc. 5000 HONOR ROLL FIVE-TIME HONOREE

50 THE FAST FIFTY

siliconindia si100 2011

ICMI MOVERS and SHAKERS 2018

IAOP THE GLOBAL OUTSOURCING 100

IAOP GISA Global Impact Sourcing Award COMPANY TO WATCH

GlowTouch LLC provides personalized contact center, business processing, and technology outsourcing solutions to clients around the world. Founded in 2002, its 2,300+ employees deliver operational excellence with high-touch engagement. A certified Woman-Owned Business and six-time Inc. 5000 honoree, GlowTouch is headquartered in Louisville, KY, with additional locations in Mangalore, Bangalore, & Mysore, India, and Santo Domingo, Dominican Republic.

To learn more about GlowTouch, visit **www.GlowTouch.com.**